



# Roadmap Toward ISO 9001 Registration

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## Hold Management Orientation: Generate a plan.

Obtain top management support and decide which areas of the business will be registered

## Select a Management Representative

Assign responsibility for ISO 9001 implementation. This responsibility is shared with the CEO or other high ranking official.

## Appoint a Steering Committee


This committee will help teams if they become stuck. Provide resources and remove barriers. This committee should identify 1-2 pre and post measures in order to show success for using ISO 9001.

## Perform a Gap Analysis

Establish a benchmark by conducting a gap assessment. Identify competing factors in order to remove redundant activities

## Identify a Core Team & Process Owners

Decide who will be responsible for implementing each of the ISO 9001 requirements. Determine who will write the Business Manual, Procedures and Work Instructions. Develop the corresponding Responsibility Matrix.



# Roadmap Toward ISO 9001 Registration (cont'd)

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## Establish a Review Process

Assure that each of the documents are inspected or reviewed and action items documented.

## Establish a Document Control System

Assign this responsibility to one or more persons. Note: for software, it would be Configuration Mgmt.

## Develop a preliminary timetable for implementation

Information from the gap analysis will be helpful for this purpose. The time needed to Develop and implement a BMS system which conforms to the ISO 9001 standard generally depends on several factors, such as the size of organization, commitment of top management, amount of documentation required, number of individuals and groups involved, and degree of resistance against the effort.

## Estimate cost of implementation

Use the gap analysis findings and the preliminary timetable as a guide to estimate the cost.



# Roadmap Toward ISO 9001 Registration (cont'd)

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## Hold BMS Awareness Campaign

Inform employees, customers and suppliers as to why it is beneficial to build the BMS to meet ISO 9001. Formally present the Core Team to the work force. This provides recognition and allows for communication of roles and responsibilities.

## Write the Documents

Use the gap analysis findings and the nonconformity or corrective action reports to document the BMS processes, procedures and work instructions. Keep it simple, use process maps to show processes.

## Implement ISO 9001 Requirements

Communicate and deploy new and revised processes and procedures.

## Develop a Training Program

Develop and execute a training program covering ISO 9001 as well as new or revised processes and procedures. Knowledge based experts should give the training.

## Select a Registrar for the Third Party Audit

Select a Registrar which your customers will accept. Assure the registrar is knowledgeable and experienced with your particular business. Schedule a third party audit after the quality system has been implemented.



# Roadmap Toward ISO 9001 Registration (cont'd)

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## Perform an Internal Audit

Monitor the implementation process through internal audits. Your internal audit should reveal non-compliance's where corrective actions must be taken to eliminate these discrepancies.

## Resolve Corrective Actions

Assure the corrective actions to eliminate the discrepancies are implemented.

## Hold Pre Assessment Audit

This is optional and has an additional cost

## Resolve Discrepancies


If the pre-registration audit reveals any non-compliance's, corrective actions must be taken.

## Hold Third Party Audit

Have a third party audit performed to officially assess the company's BMS. The third party audits are carried out by RAB accredited ISO 9001 certified lead auditors.

## Resolve Discrepancies

Address findings with CA and communicate the CA plans to the auditor for review.



# Roadmap Toward ISO 9001 Registration (cont'd)

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## Recommendation for Certification

Based on the outcome of the audit the Registrar will submit or recommend your BMS for ISO 9001:2000 certification.

## Celebrate!!!

Involve all team members and participants, announce your success. Advertise and market your success and celebrate!

## Take a Collective Breath, But Not For Long

Continue to exercise your BMS by conducting internal audits and management reviews, Maintain process discipline. Train new employees on the BMS through the use of the BMS manual, processes and procedures.

## Remember

When an organization has become certified to ISO 9001:2000 it is the first step in a journey that will never end!